U.S. Department of State

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3FAH-2)

1. Post	2. Agency	3a. Position Number
Mexico City	DOS	A31-130

3b. Subject to Identical Positions? Agencies may show the number of such positions authorized and/or established after the "Yes" block.

☐ Yes ☒ No

4. Reason For Submission

☐ a. Redescription of duties: This position replaces

(Position Number) _____ (Title) _____ (Series) _____ (Grade)

☐ b. New Position

☒ c. Other (explain) Lower languages English and Spanish from level 4 to 3

5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority HR / FRC	Administrative Clerk, FSN-0105	6	R	2/13/15
b. Other				
c. Proposed by Initiating Office				

6. Post Title of Position (*if different from official title*) Office Manager	7. Name of Employee
8. Office/Section Consular	a. First Subdivision Visa Unit
b. Second Subdivision	c. Third Su bdivision

9. This is a complete and accurate description of the duties and responsibilities of my position.

Printed Name of Employee

Signature of Employee — Date (*mm-dd-yyyy*)

10. This is a complete and accurate description of the duties and responsibilities of this position.

Printed Name of Supervisor

Signature of Supervisor — Date (*mm-dd-yyyy*)

11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.

12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.

13. Basic Function of Position

Serves as office manager and administrative assistant to the Senior Foreign Service Chief of Visa Services (Visa Chief). The Visa Chief supervises one of the largest visa operations in the world, and coordinates the activities and mission-wide procedures and policies for the 10 visa units across Mexico. Assists the Visa Chief with the administrative support and management of 90+ American Officers, LES employees and eligible family members. Also provides support to the Visa Chief's three mid-level deputies and senior LE Staff Supervisors.

14. Major Duties and Responsibilities

General Office Management – 45%

The job holder serves as the Administrative Assistant in one of the largest Visa Unit in the world. Acts as Visa Chief OMS, receives and screens phone calls and visitors to the Visa Unit. Maintains the calendar of the Visa Chief and Deputies, arranging and rescheduling of appointments. Handles all requests for meeting and appointments in conjunction with the Consular Admin Unit. Prepares or assigns preparation of briefs indicating purpose of appointments and outlying background information, or arranges for oral briefing by appropriate offices, and discusses with officials invited to meetings the subject of such meetings in order that they will be properly informed and supplied with necessary information. Follows up and assures proper execution of all commitments made and obligations incurred in telephone conversations, personally making necessary contacts with the officials and individuals concerned.

Finally, this position backs up the OMS for the Consul General and Minister Counselor for Consular Affairs, as needed. Performs other duties as needed in visa operations.

Correspondence and Communication – 40%

Collects and review incoming correspondence and forwards it with necessary information or instructions to the appropriate officer for action. Exercises sound judgment in presenting only that material which requires the supervisor´s personal attention, or because of special consideration is not reviewed by other staff members. Refers correspondence to appropriate officers for action, follows up on such material as may be necessary. Creates and maintains correspondence file. Drafts correspondence for Visa Unit supervisors as required. As such, the position demands a high degree of communication skills. Serves as translator as required, including the translation of official documents, letters and diplomatic notes. When required, assists other units of the Consular Section with such translations. Handles correspondence and subject matter requiring exceptional levels of privacy, confidentiality, and discretion. Responsible for coordination with the mailroom for delivery of all official mail and private officer mail received through the pouch.

Prepares guest lists and invitations for representational events. Responds to official invitations on behalf of the Visa Chief. Administers Christmas gratuities.

Fields a wide variety of telephone calls, including from American citizens, Mexican Government Officials, Diplomats Consular Agencies and the General Public. Provides basic consular information and guidance in procedures. If necessary, refers callers to appropriate consular units or other offices in the Embassy. Follows up on requests for the Visa Chief to ensure that appropriate action has been taken. Acts as receptionist for the Visa Chief and the visa unit office suite. Ensures an orderly the reception area. Receives visitors. Handles administrative and protocol matters related to VIP visitors to the suite.

Visa Unit procurement and travel assistant – 15%

Independently arranges travel for the Visa Chief (a frequent requirement as the Visa Chief travels with regularity to all ten visa posts in Mexico) through the E2 Travel system and must become familiar with the required software. In conjunction with the Consular Admin Team works with travel agency, FMC and GSO to get orders and tickets issued. On the job training becomes familiar on 14 FAM regulations related to travel and all government specific regulations related to travel and lodging.

15. Qualifications Required For Effective Performance

a. Education:

Completion of university studies in social sciences is required.

b. Prior Work Experience:

One year of work experience in a professional office setting dealing with the public and performing administrative duties.

c. Post Entry Training:

On the job training in the use of specialized systems such as ILMS, E2 and MS Office suite (Word, Excel, Outlook and Power Point). Working knowledge on visa procedures.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read):

Good working knowledge English (level III speaking, level III reading)

Good working knowledge Spanish (level III speaking, level III reading)

e. Job Knowledge: Thoroughly familiar with the US Mission in Mexico, its objectives and organization, and the consular staff. Mexican Government contacts in SRE, INM, PGR, etc. Mexican laws and regulations regarding immigration and the judicial process; regulations regarding consular services for US citizens, regulations and policies involving US visa processing and extensive knowledge of Mexico social and cultural mores. Familiarity and ability to independently apply Official Travel Regulations of the U.S. government. Detailed knowledge of the organization, functions, activities of NIV consular unit and post-specific Standard Operating Procedures taking into consideration Management Notices provided at Post.

f. Skills and Abilities:

The job holder must have good judgment and the ability to work under pressure when dealing with colleagues and the public. Strong interpersonal skills. Advanced knowledge of all applications in the MS Office suite, including expert knowledge of Outlook. Fast and accurate word processing skills required. Customer service skills, including office courtesies, patience and composure are required to handle demanding individuals in a courteous and effective manner. Ability to identify and establish priorities, use of discretion and judgment in managing the office. Good working knowledge in English and Spanish with basic translation skills.

16. Position Elements

a. Supervision Received:

The Visa Chief provides broad instructions and guidance, and Deputy Visa Chiefs may also provide some work guidance. Otherwise incumbent works largely unsupervised in an administrative capacity, providing support to Mission personnel as required.

b. Supervision Exercised:

Supervision of 3 seasonal hire employees on average each year.

c. Available Guidelines:

Written and verbal instructions; 9 FAM and 14 FAM. Official Travel Regulations, post-specific SOPs as well as unit policies and procedures.

d. Exercise of Judgment: Considerable exercise of independent judgment is needed for travel arrangements. Must be extremely precise and trustworthy. Maintain high standards of rectitude. Must be able to appropriately address concerns raised by public and staff members. Must be able to make independent decisions on what information or individuals is needed by the Visa Chief and Deputies on complex visa matters.

The position requires the incumbent to exercise extensive judgment and discretion in managing the operations of the Visa Chief's office, including which telephone calls, e-mails, correspondence and visitors require the Visa Chief's personal attention and which should be handled by the incumbent or referred for action to other offices. Understands how to follow through on projects and to obtain results from the other Embassy sections and the consular agencies.

e. Authority to Make Commitments:
Resolves visa problems and commits to efficient customer service with guidance from supervisors. Prepares travel vouchers and other financial documentation for the Visa Chief.

f. Nature, Level and Purpose of Contacts:
Maintains a wide range of contacts throughout the Embassy especially with the Consular Admin Unit, General Services Office, Financial Management Center and other Consular Units (PPT, ACS, CG and MCCA). As the OMS for the Visa Chief, must also maintain contacts within the Mexico City diplomatic community and host government management level employees from a variety of government agencies, including SRE, SEGOB, PGR, INM, and others.

Maintains contact with officials and assistants in the Secretariat of Foreign Relations, the Ministry if the Interior, Attorney General's Office, the Banamex Bank, third country embassies, private companies and Chambers of Commerce, social organizations of Mexico. Contacts are at the secretarial and mid-management levels.

g. Time Expected to Reach Full Performance Level:
One year.